

GXP 1620 USER MANUAL



Thank you for purchasing Grandstream GXP1620.
Make sure and acknowledge that you have read this manual before using GXP1620.

Package Contents:

1. Main Case
2. Handset
3. Phone Cord
4. AC Power Adaptor
5. Ethernet Cable
6. Phone Stand
7. Quick Start Guide

Disclaimer

- * This document is subject to change without prior notice.
- * A possibility of noise, broken voice, or disconnection may occur because of customers' or our network environment. We cannot guarantee the quality of voice.
- * The company assumes no responsibility on the difference of call or voice quality when the hearing acuity of individuals is concern.
- * The company assumes no responsibility when it was used outside Japan.
- * As for GXP1620 regular server maintenance, you may experience temporarily service stops without prior notice.
- * The company assumes no responsibility for the damages of customer caused by the phone malfunction or breakdown.

Care

Please use soft dry clothes to clean the device.

Don't use wet clothes.

Don't use volatile chemicals like benzene, or thinner since they can damage the device.

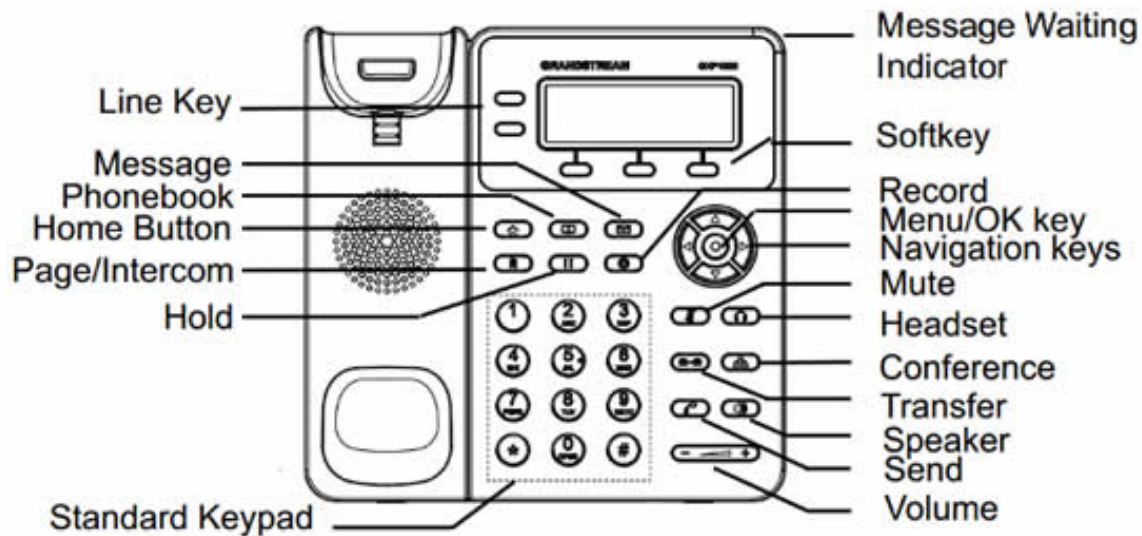
If you want to use a chemical wipes, please read the cautionary notes before using it.

Connection Method:

1. Attach the phone stand or wall mount to the back of the phone where there are slots;
2. Connect the handset and main phone case with the phone cord;
3. Connect the LAN port of the phone to the RJ-45 socket of a hub/switch or a router (LAN side of the router) using the Ethernet cable;
4. Connect the 5V DC output plug to the power jack on the phone; plug the power adapter into an electrical outlet. If PoE switch is used on GXP1620 in step 3, this step could be skipped;
5. The LCD will display provisioning or firmware upgrade information. Before continuing, please wait for the date/time display to show up;
6. Using the keypad configuration menu or phone's embedded web server (Web GUI) by entering the IP address in web browser, you can further configure the phone.

GXP1620

GXP1620 is a phone device that can be used with our service. It cannot be used as a typical phone. The customer must subscribe to an Internet Service Provider to be able to use the device. Customer with no broadband router feature must provide a separate broadband router.














LCD Familiarization

GXP1620 has a dynamic and customizable screen. The screen displays differently depending on whether the phone is idle or in use (active).

NxtScr	Toggles between different idle screens. For example, for GXP1620, pressing most left soft key (switch screen) will toggle among default idle screen, weather information, IP address and Account information.
FwdAll	Unconditionally forwards the phone line to another phone.
Redial	Redial the last dialed number when there is existed dialed call log.
Missed	Shows unanswered calls to this phone.
Receive/Reject	You can choose whether to receive or reject a call.
EndCall	Ends the active call.

Keypad Buttons

Line1/Line2		Switch between LINE1 and LINE2
Page/Intercom		If the intercom number has set, call this number directly If the intercom number has not set, press this key will have no effect
Hold		Place active call on hold, resume the call on hold.
Record		Press to enable/disable record feature in an active call or an conference.
Menu		Press the 4 navigation keys to move up/down/left/right. Press the round button in the center to enter Keypad Configuration MENU when phone is in idle. The round button "MENU" can also be used as ENTER key when in Keypad Configuration
Mute		Press to mute/unmute an active call.
Headset		Used when you plugged a headset
Transfer		Transfer an active call to another number.
Conference		Establish 3-way conference with other 2 parties.
Send		Enter the digits and then press Send to dial out the number.
Speaker		Hands-free function. You can call without using handset. Loudspeaker function
Volume		Press "-" or "+" to adjust the volume.

Phone Configuration

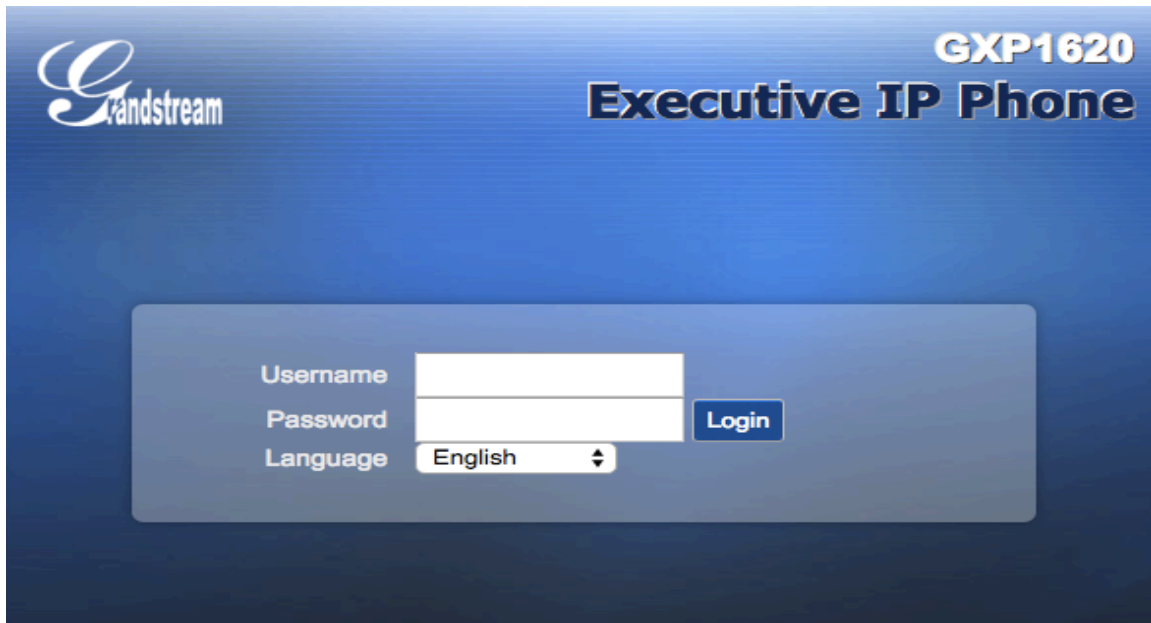
Setting Grandstream GXP1620

1. Verify device's IP address.

Press soft key [NextScr] twice to view device's IP address.

2. Open a web browser and enter the device's IP address on the URL field

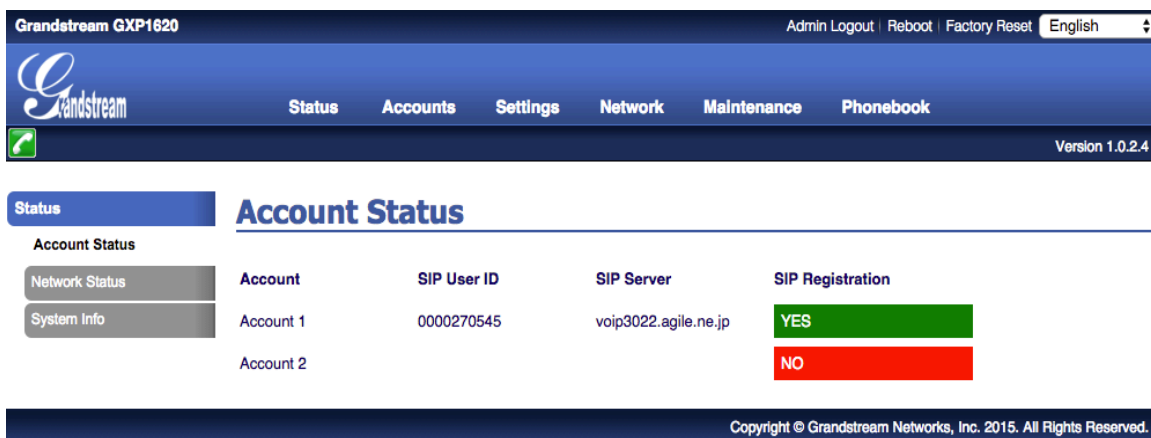
Format: [http://IP Address]



The image shows the login interface of a Grandstream GXP1620 Executive IP Phone. The background is a blue gradient. In the top left is the Grandstream logo. In the top right, it says "GXP1620 Executive IP Phone". In the center, there is a white rounded rectangle containing the login form. The form has three labels: "Username", "Password", and "Language". The "Language" field is a dropdown menu currently set to "English". To the right of the "Password" field is a blue "Login" button.

3. Type Username and Password and click [Login]. Default username and password are “admin”.

*If you request to set up the device before shipping, we will change and write or paste the new password in its case but username is still “admin”. It can't be changed.



The image shows the web interface of a Grandstream GXP1620. At the top, there is a header bar with the Grandstream logo on the left and "Grandstream GXP1620" on the right. To the right of the logo, there are links for "Admin Logout", "Reboot", and "Factory Reset", followed by a language dropdown menu set to "English". Below the header is a navigation bar with tabs for "Status", "Accounts", "Settings", "Network", "Maintenance", and "Phonebook". The "Status" tab is selected. Below the navigation bar, there is a sidebar on the left with a "Status" button and a "Network Status" button. The main content area is titled "Account Status" and contains a table with the following data:

Account	SIP User ID	SIP Server	SIP Registration
Account 1	0000270545	voip3022.agile.ne.jp	YES
Account 2			NO

At the bottom of the page, there is a footer bar with the text "Copyright © Grandstream Networks, Inc. 2015. All Rights Reserved."

4. Hover cursor over [Accounts]. Select [Account 1] and click [General Settings].

The screenshot displays the Grandstream GXP1620 web interface. At the top, there is a header bar with the Grandstream logo, navigation tabs (Status, Accounts, Settings, Network, Maintenance, Phonebook), and a language dropdown set to English. Below the header, the 'Accounts' section is active, showing a list of accounts with 'Account 1' selected. The 'General Settings' tab for Account 1 is open. The settings include: 'Account Active' (radio buttons for No and Yes, with Yes selected), 'Account Name' (text field with 'Unique ID'), 'SIP Server' (text field with 'Login Server'), 'Secondary SIP Server' (empty text field), 'Outbound Proxy' (text field with 'Login Server'), 'Backup Outbound Proxy' (empty text field), 'SIP User ID' (text field with 'Unique ID'), 'Authenticate ID' (text field with 'Unique ID'), 'Authenticate Password' (empty text field), 'Name' (text field with 'Unique ID'), and 'Voice Mail UserID' (text field with '999'). At the bottom, there are three buttons: 'Save', 'Save and Apply', and 'Reset'.

SIP Server and Outbound Proxy Login: Enter **Login Server**.

Account Name, SIP User ID, Authenticate ID: Enter **Unique ID** (10 characters).

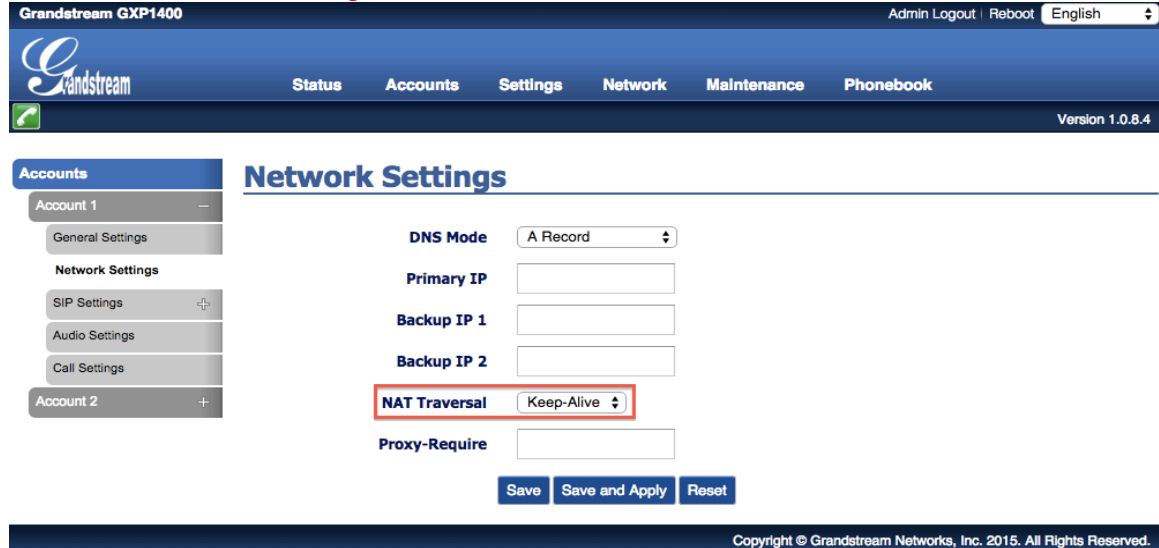
Authenticate Password: Enter **Registered Password** (sent thru mail). *If password was changed, please enter the new one.

Voicemail User ID: Enter **999**.

Once done, click [**Save and Apply**]

Set on both accounts. *Note that they must have different registered UID's

5. Hover cursor over [Accounts]. Select [Account 1] and click [Network Settings].
NAT Traversal: Select [Keep Alive].



Grandstream GXP1400 Admin Logout | Reboot English

Status Accounts Settings Network Maintenance Phonebook

Version 1.0.8.4

Accounts

Account 1

General Settings

Network Settings

SIP Settings

Audio Settings

Call Settings

Account 2

Network Settings

DNS Mode A Record

Primary IP

Backup IP 1

Backup IP 2

NAT Traversal Keep-Alive

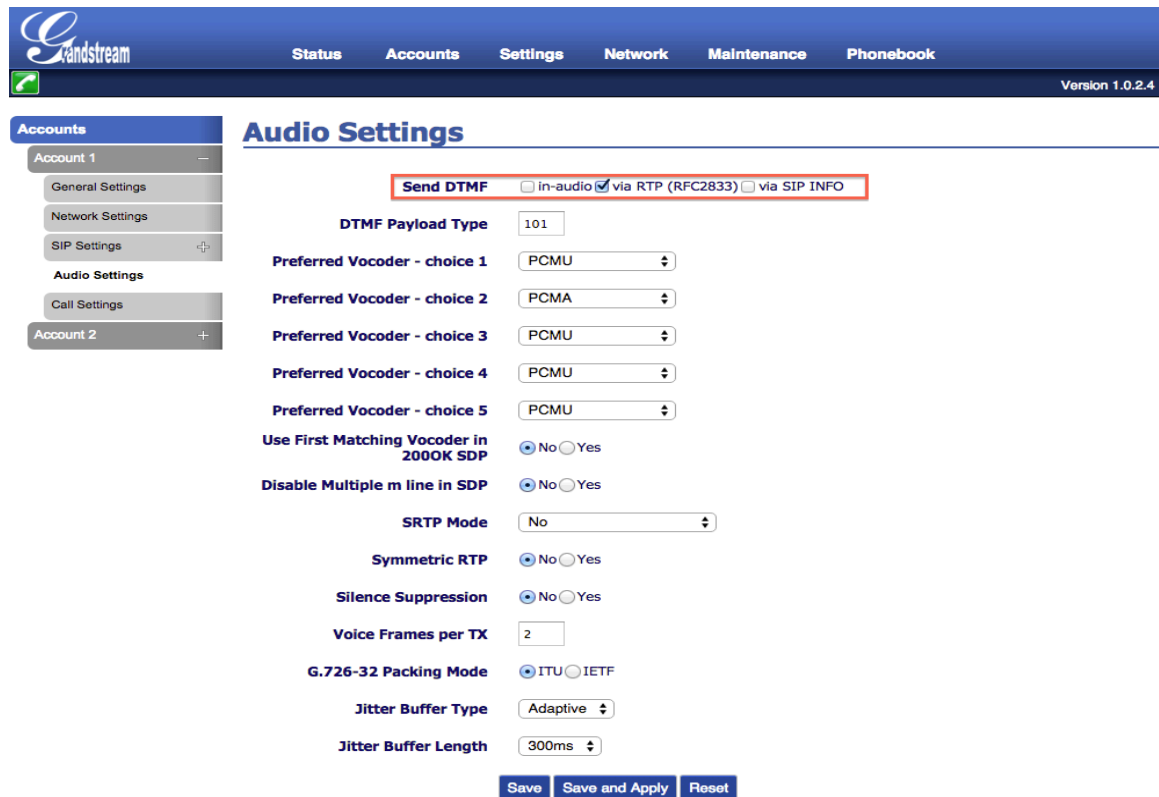
Proxy-Require

Save Save and Apply Reset

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Once done click [Save and Apply]

6. Hover cursor over [Accounts]. Select [Account 1] and click [Audio Settings].
Send DTMF: Check [via RTP].
*If you check [DTMF Inband] for [DTMF mode] on your Unique Management Page on our site, Check [in-audio].



Grandstream Status Accounts Settings Network Maintenance Phonebook

Version 1.0.2.4

Accounts

Account 1

General Settings

Network Settings

SIP Settings

Audio Settings

Call Settings

Account 2

Audio Settings

Send DTMF ☐ in-audio ☒ via RTP (RFC2833) ☐ via SIP INFO

DTMF Payload Type 101

Preferred Vocoder - choice 1 PCMU

Preferred Vocoder - choice 2 PCMA

Preferred Vocoder - choice 3 PCMU

Preferred Vocoder - choice 4 PCMU

Preferred Vocoder - choice 5 PCMU

Use First Matching Vocoder in 200OK SDP ☒ No ☐ Yes

Disable Multiple m line in SDP ☒ No ☐ Yes

SRTP Mode No

Symmetric RTP ☒ No ☐ Yes

Silence Suppression ☒ No ☐ Yes

Voice Frames per TX 2

G.726-32 Packing Mode ☒ ITU ☐ IETF

Jitter Buffer Type Adaptive

Jitter Buffer Length 300ms

Save Save and Apply Reset

Once done click [Save and Apply]

7. Hover cursor over [Settings] and click [Call Features].

The screenshot shows the Grandstream SIP Manager web interface. The top navigation bar includes links for Status, Accounts, Settings, Network, Maintenance, and Phonebook. The left sidebar lists various settings categories, with 'Call Features' selected. The main content area displays the 'Call Features' configuration page. The 'Disable Call Waiting' option is highlighted with a red box, showing radio buttons for 'No' and 'Yes', with 'Yes' selected. Other options include 'Off-hook Auto Dial', 'Off-hook Timeout', 'Disable Call Waiting Tone', 'Disable Direct IP Call', 'Use Quick IP Call Mode', 'Disable Conference', 'Disable in-call DTMF Display', 'Enable Sending DTMF via Speed Dial', 'Disable DND Button', 'Enable Idle Mute', 'Disable Transfer', 'In-call Dial Number on Pressing Transfer Key', 'Auto-Attended Transfer', 'Do Not Escape '#' as %23 in SIP URI', 'Click-To-Dial Feature', 'Blink message LED on ringing', 'Call History Flash Writing', 'Write Timeout', and 'Max Unserved Log'. The 'Save and Apply' button is highlighted with a red box at the bottom of the form.

Disable Call Waiting: Select [**Yes**].

*This will ignore Call-waiting. Select [**No**], if you want to enable Call-waiting.
Once done, click [**Save and Apply**]

8. Hover cursor over [Settings] and click [Date and Time].
NTP Server: Enter **ntp.jst.mfeed.ad.jp**
Time Zone: Select the time zone where you are located.

Grandstream GXP1620 Admin Logout | Reboot | Factory Reset English

Grandstream Status Accounts Settings Network Maintenance Phonebook Version 1.0.2.4

Settings

- General Settings
- Call Features
- Multicast Paging
- Ring Tone
- Audio Control
- LCD Display
- Date and Time**
- Web Service
- XML Applications
- Programmable Keys
- Broadsoft XSI

Date and Time

NTP Server ntp.jst.mfeed.ad.jp

Allow DHCP Option 42 to override NTP server ☐ No ☒ Yes

Time Zone Auto

☒ Allow DHCP Option 2 to Override Time Zone Setting

Self-Defined Time Zone MTZ+6MDT+5,M4.1.0

Date Display Format yyyy-mm-dd

Time Display Format ☐ 12 Hour ☒ 24 Hour

Save **Save and Apply** **Reset**

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Once done, click [**Save and Apply**]

9. Hover cursor over [Maintenance] and click [Web Access].

Grandstream GXP1620 Admin Logout | Reboot | Factory Reset English

Grandstream Status Accounts Settings Network Maintenance Phonebook Version 1.0.2.4

Maintenance

- Web Access**
- Upgrade and Provisioning
- Syslog
- Language
- TR-069
- Security

Web Access

User Password

New Password

Confirm Password

Admin Password

Current Password

New Password

Confirm Password

Save

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*Set a new password for **Admin Password** for security purposes.
Once done, click [**Save and Apply**]

10. Hover cursor over [Maintenance] and click [Upgrade and Provisioning].

Grandstream GXP1620 Admin Logout | Reboot | Factory Reset English

Grandstream Status Accounts Settings Network Maintenance Phonebook Version 1.0.2.4

Maintenance

- Web Access
- Upgrade and Provisioning**
- Syslog
- Language
- TR-069
- Security

Upgrade and Provisioning

Firmware Upgrade and Provisioning

- ☐ Always Check for New Firmware
- ☐ Check New Firmware Only When F/W pre/suffix Changes
- ☒ Always Skip the Firmware Check

XML Config File Password

HTTP/HTTPS User Name

HTTP/HTTPS Password

Always Authenticate Before Challenge ☒ No ☐ Yes

Validate Hostname in Certificate ☒ No ☐ Yes

Upgrade via ☐ TFTP ☒ HTTP ☐ HTTPS

Firmware Server Path

Config Server Path

Firmware File Prefix

Firmware File Postfix

Config File Prefix

Config File Postfix

Allow DHCP Option 43 and Option 66 to Override Server ☐ No ☒ Yes

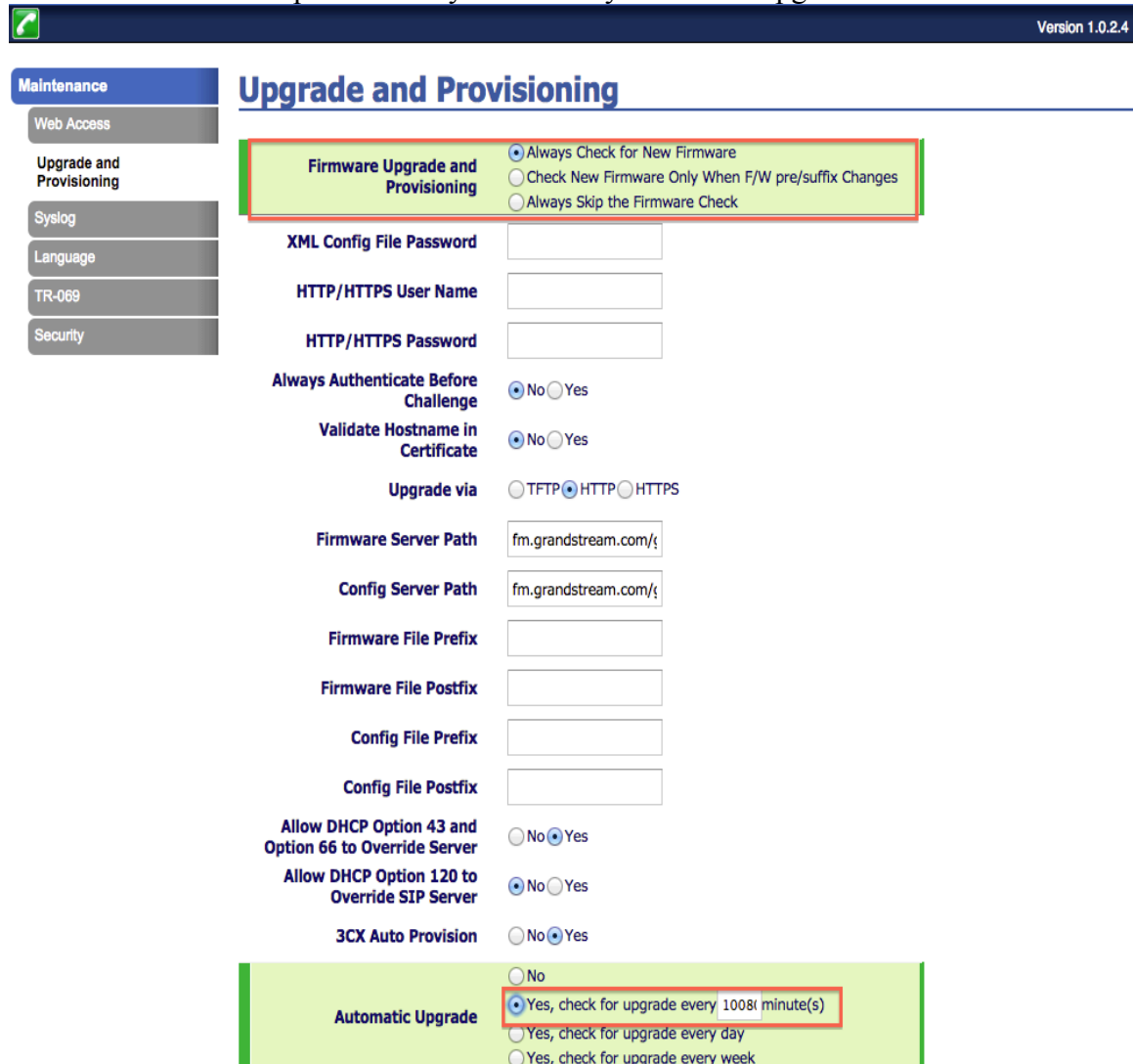
Allow DHCP Option 120 to Override SIP Server ☒ No ☐ Yes

3CX Auto Provision ☐ No ☒ Yes

Firmware Upgrade and Provisioning: Select [**Always Skip the Firmware Check**].
Once done, click [**Save and Apply**]

12. Hover cursor over [Maintenance] and click [Upgrade and Provisioning]

*Note: This step should only be done if you want to upgrade firmware.



Version 1.0.2.4

Maintenance

- Web Access
- Upgrade and Provisioning**
- Syslog
- Language
- TR-069
- Security

Upgrade and Provisioning

Firmware Upgrade and Provisioning

- ☒ Always Check for New Firmware
- ☐ Check New Firmware Only When F/W pre/suffix Changes
- ☐ Always Skip the Firmware Check

XML Config File Password

HTTP/HTTPS User Name

HTTP/HTTPS Password

Always Authenticate Before Challenge ☒ No ☐ Yes

Validate Hostname in Certificate ☒ No ☐ Yes

Upgrade via ☐ TFTP ☒ HTTP ☐ HTTPS

Firmware Server Path

Config Server Path

Firmware File Prefix

Firmware File Postfix

Config File Prefix

Config File Postfix

Allow DHCP Option 43 and Option 66 to Override Server ☐ No ☒ Yes

Allow DHCP Option 120 to Override SIP Server ☒ No ☐ Yes

3CX Auto Provision ☐ No ☒ Yes

Automatic Upgrade

- ☐ No
- ☒ Yes, check for upgrade every 10080 minute(s)
- ☐ Yes, check for upgrade every day
- ☐ Yes, check for upgrade every week

Firmware Upgrade and Provisioning: Select [**Always Check for New Firmware**]

Upgrade via: Select [**HTTP**]

Automatic Upgrade: Select [**Yes, check for upgrade every () minutes**] input **10080** on field provided.

Once done, click [**Save and Apply**]

Safety Precautions

This manual contains precautions to assure user's safety while using this product. If the precautions are disregarded, the extent of consequences is presented below.



*This indicates that ignoring or mishandling of this notice might result to death or serious injury to the person.



*This indicates that ignoring or mishandling of this notice might result to harm to the person.



*Immediately unplug the device from the power supply if there is a strange smell and smoke. Don't use the device and immediately contact the dealer for repair. This may cause fire or explosion.



*Do not disassemble or modify. The device may malfunction, cause electric shock and fire.



*Do not insert metal to the opening or drop the product. If in case a metal is inserted to the device, unplug the device and contact the dealer. The device may malfunction, cause electric shock and fire.



*Do not pour water or any foreign object inside the device. If in case water or any foreign object is poured or inserted to the device, unplug the device and contact the dealer.



*Do not touch the device when lightning occurs. This may cause electric shock.



*Do not use in bathroom or shower room. The device may malfunction, cause electric shock and fire.



*Don't place in a damp, dusty or direct sunlight. The device may malfunction, cause electric shock and fire.



*This device is not waterproof. If in case water entered the device, unplug the device and contact the dealer



CAUTION



*Do not place near the kitchen table or humidifier, or near oil and moisture. The device may malfunction, cause electric shock and fire.



*Do not place in humid and dusty area. The device may malfunction, cause electric shock and fire.



*Do not place in extremely cold place or place with unstable temperature. It may cause explosion.



*Do not place in unstable or shaky place. If the device falls it may collapse, it may cause injury or explosion.



*Use after checking if foreign matters are attached to the speaker of the handset. Thumbtacks, pin, stapler wires and other metallic object may cling to the magnet of the speaker so please be careful.

Troubleshooting

Please check the troubleshooting procedure before requesting a repair. If the problem doesn't get resolved, please contact us.

Problem	Solution
General Failure	<p>Plug and Unplug from the power source. (Do this for few times).</p> <p>Wait for at least one minute before plugging the device.</p> <p>If the problem is not resolved after doing this, please contact our customer support service.</p> <p>Please provide your number and broadband products.</p>

Problem	Cause	Solution
No Ringer Sound	Ethernet Cable is disconnected.	Check the connection of the Ethernet cable.
	AC Adapter is disconnected.	Check the connection of the AC Adapter.
	Did you change the volume settings?	Adjust the volume on the volume button.
	Did you change the settings on the display?	Revert the changed settings. Disconnect the Ethernet cable. (Please reboot).
Call is interrupted by noise	Are there any abnormalities in the network environment?	Check your network environment.

Initialization Method

Note that previous configurations will be cleared out after the initialization process. You need to set all the required information again to start your service.

Press the [MENU] [●] button and select [Config]. Then, select [Factory Reset] and confirm by selecting [OK]